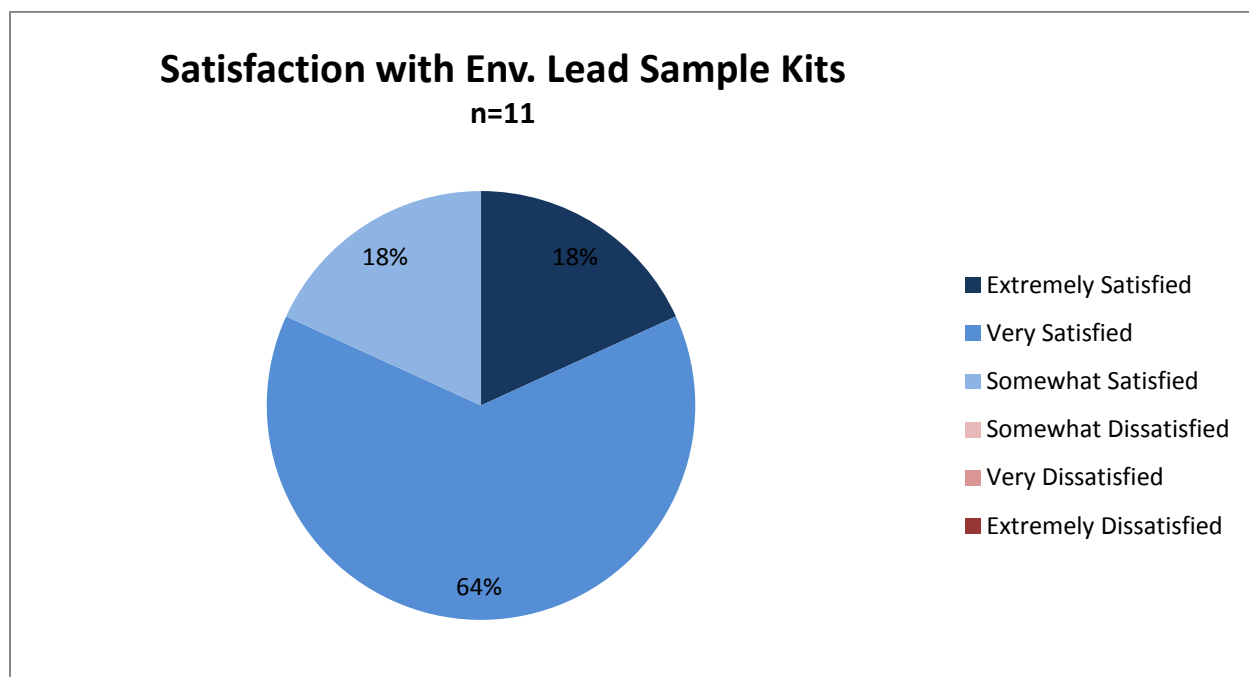


MSPHL Chemistry Unit Environmental Lead Customer Survey conducted

June, 2012

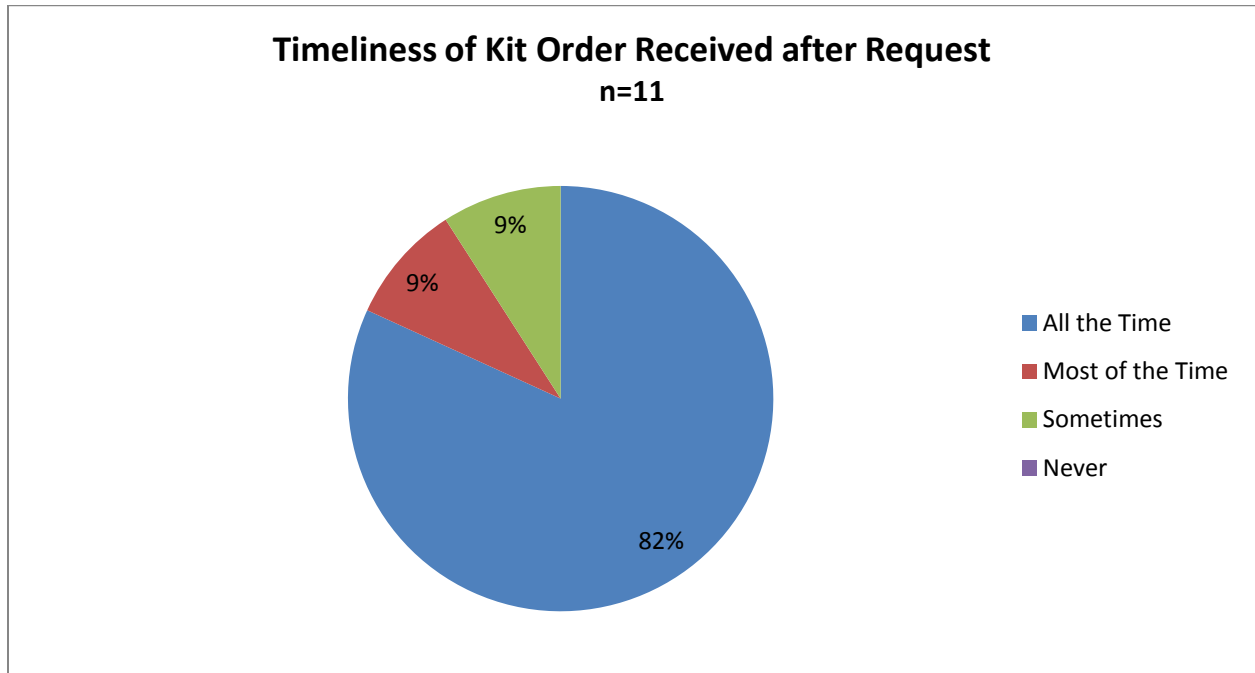
Background: The MSPHL Chemistry Unit is required by ISO 17025 and AIHA to solicit customer feedback to maintain accreditation compliance for their Environmental Lead Program. The Chemistry Unit identified 19 submitters that were emailed a link to the Environmental Lead Customer Survey. Eleven respondents completed the survey resulting in a 57.9% response rate. The results can be found below.

Are you satisfied with the sample kits provided by the MSPHL?

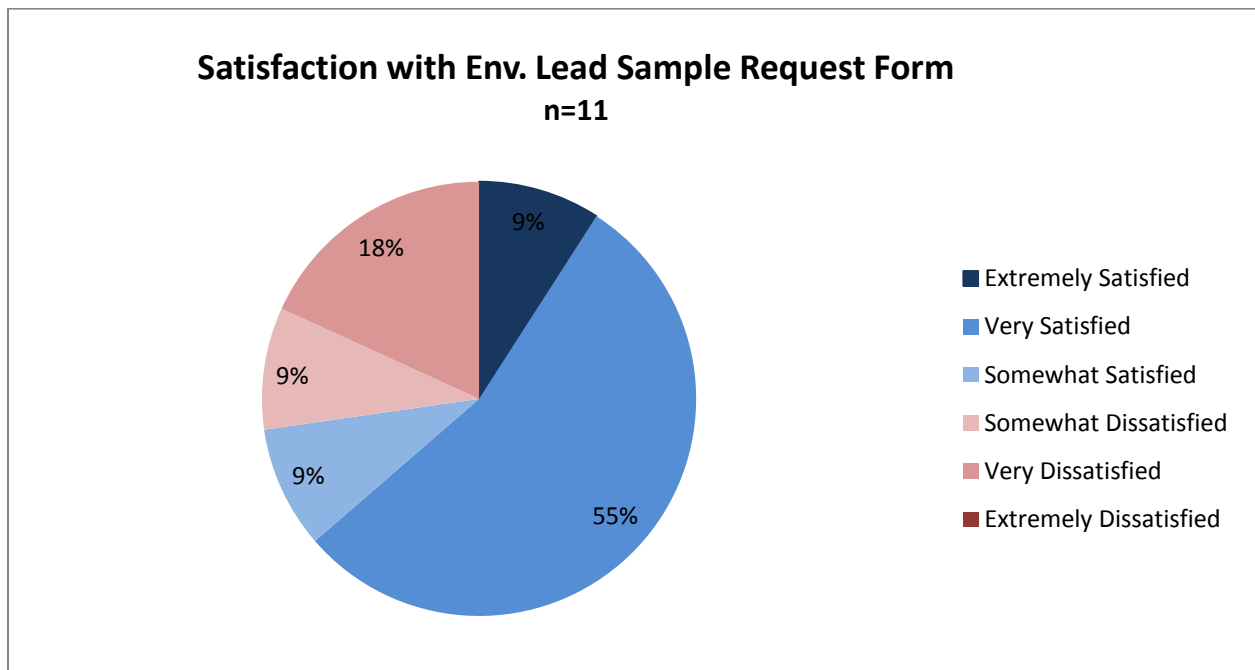


*100% of respondents were at least somewhat satisfied with Environmental Lead sample kits.

When sample kits are ordered, do you receive them in a timely manner?

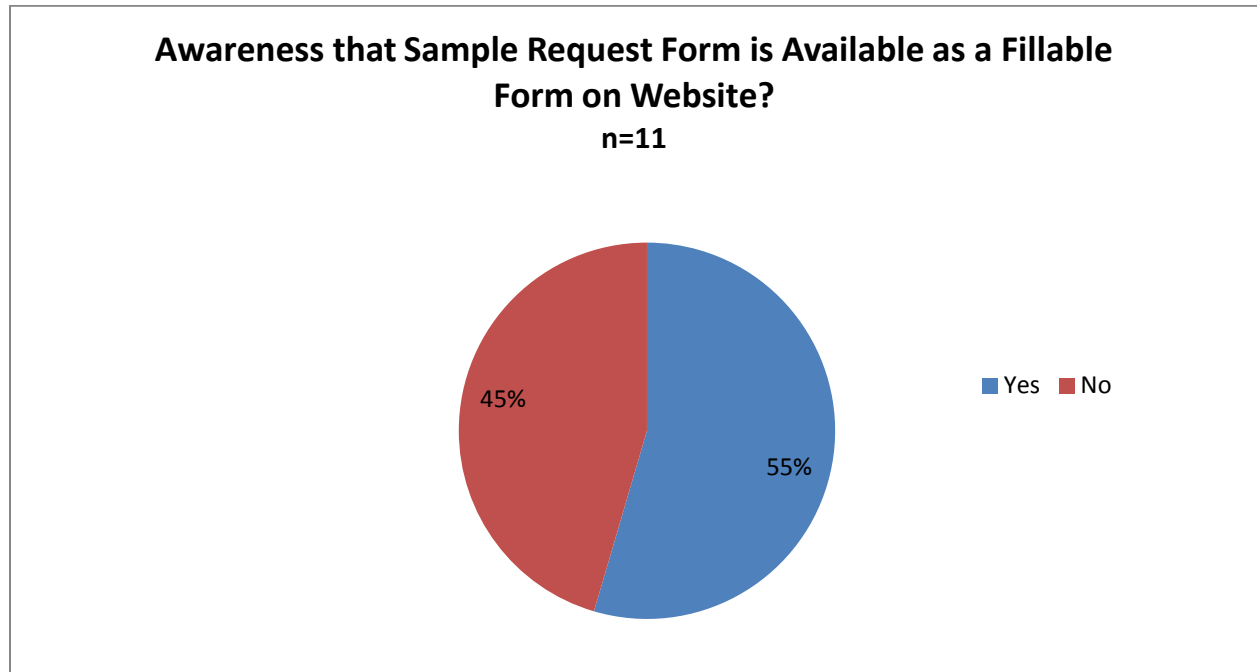


Are you satisfied with the sample request form?

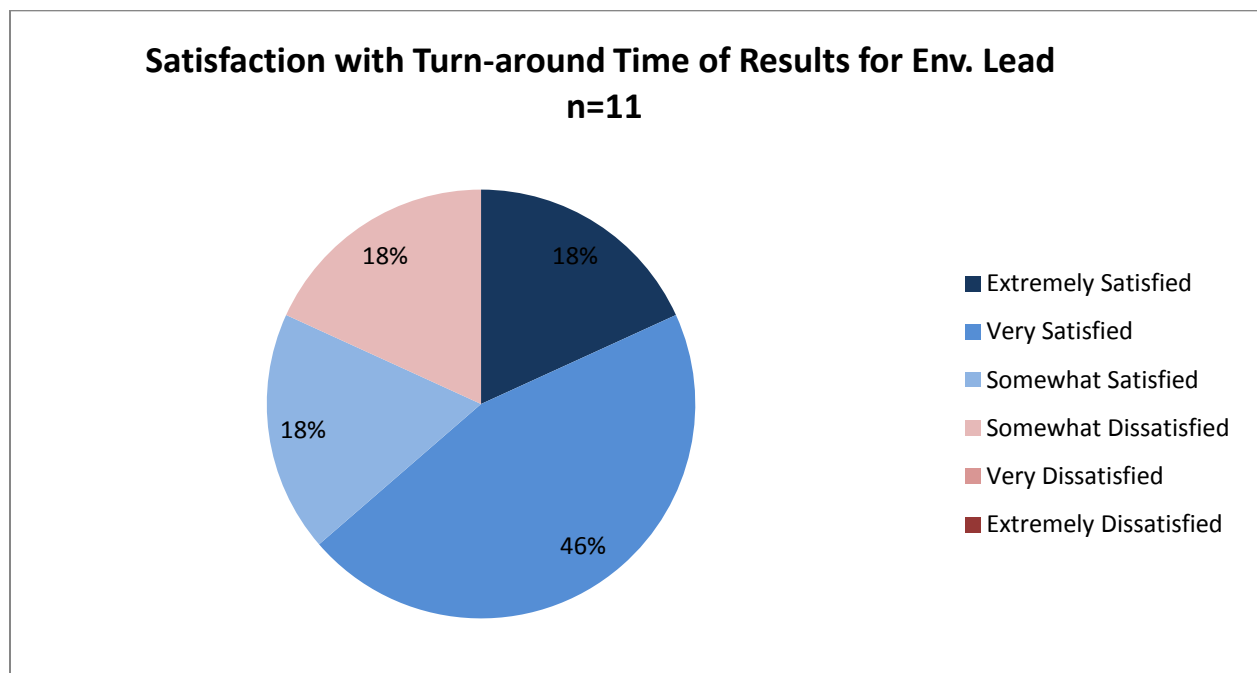


*73% of respondents were at least somewhat satisfied with the Environmental Lead test request form.

Are you aware that the sample request form is available as a fillable form on the MSPHL website?

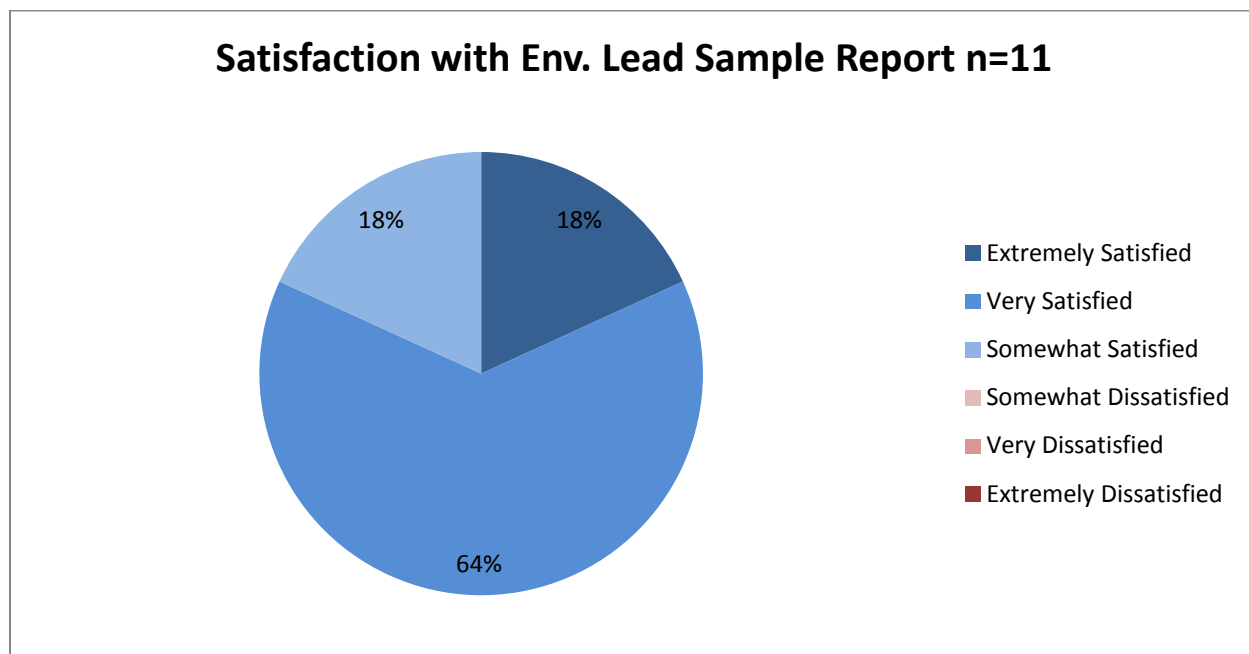


Are you satisfied with the time it takes to receive results?



*82% of respondents were at least somewhat satisfied with the turnaround time for Environmental Lead results.

Are you satisfied with the sample report?



* 100% of respondents were at least satisfied with the Environmental Lead Sample Report.

Suggestions on how the Environmental Lead testing program at MSPHL can better serve you?

Suggested Improvements	Action
To be able to receive dust wipe levels at less than 20micrograms/square foot	The Laboratory does not consider results < 20 ug/wipe to be significant for children with elevated blood lead results.
I would prefer the sample request form provide fields to include only site specific data and remove fields for personal data. The current form indicates that personal patient data must be included which later conflicts with HIPPA requirements when reporting results.	The Laboratory contacted the DHSS Bureau of Environmental Epidemiology (BEE) and told them that personal data was not required to be on the form.

There needs to be a quicker turnaround time, especially for clearance samples. Often people are living in hotels at their expense (or landlord's expense) while the home is being abated, and taking an extra 7-10 days to get clearance results adds unnecessary expenses to the family, who is often already financially strapped.	Samples are batched and turnaround time is six working days until results are emailed to submitter. This is an improvement over the past two week turn-around when results were mailed.
The sample request form should accommodate more than one sample. What a waste of paper it is and how redundant.	The Laboratory is using fillable forms, but it would be problematic to incorporate multiple sample numbers on one form.
Would there be any way to link the lead risk assessment lab sample submission results into MOHSAIC so that efforts to input data into lead reports as well as into MOHSAIC do not have to be duplicated?	When the Laboratory switches from Access to OpenELIS, this may be possible.
If there is going to be a delay with running samples, let us know. I have had samples sit with you all for weeks while you worked on your machines. I did not get notice and the person trying to open a daycare had to delay licensing.	The Laboratory will do a better job of informing submitters when there is a delay in testing.

Additional Comments:

Overall, very happy with employees at the lab and think they do a great job.